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TITLE: METHOD AND SYSTEM FOR ENTERPRISE-WIDE MIGRATION

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METHOD AND SYSTEM FOR ENTERPRISE-WIDE MIGRATION

BACKGROUND OF THE INVENTION

Field of the Invention

[0001] This invention generally relates to managing and effecting an enterprise-wide technology migration, and more specifically, to an integrated set of tools and processes to manage an enterprise-wide information technology migration.

Background Art

[0002] Many corporations and other enterprises have very extensive information technology or telecommunications systems or networks. These systems may include personal computers, workstations, servers, printers, monitors, data storage facilities, as well as the many software applications used on these devices and all the wiring, cabling and connectors needed to interconnect the system or network components.

[0003] From time to time, it is necessary or desirable to make extensive or fundamental changes in or to these networks or systems. For instance, an enterprise may want to migrate from one basic type of network to another. Examples of such migration include: Token-ring to Ethernet; Windows to LINUX; Dell PCs to IBM PCs; Microsoft Exchange/Outlook to Lotus Notes; and phone system migrations.

[0004] These migrations, because of the large number of pieces of equipment involved, the disparate nature of these pieces of equipment, and the complex relationships between the equipment, can be very difficult, complicated and expensive to manage. There does not exist in the prior art a configurable, integrated and end-to-end set of processes and corresponding electronic toolsuite to manage effectively large scale enterprise-wide information technology-related or telecommunications-related migrations.

SUMMARY OF THE INVENTION

[0005] An object of this invention is to provide a comprehensive and integrated set of processes and tools to manage large-scale information-related migrations.

[0006] Another object of the invention is to provide a configurable, integrated and end-to-end set of processes and corresponding electronic toolsuite to manage effectively large-scale enterprise wide information technology-related or telecommunications related migrations.

[0007] These and other objectives are attained with a method of and system for enterprise-wide migration. The method comprises the steps of creating instances of databases for a migration, for billing and reporting, and repositing reports; gathering information on the organization, location, hardware, and software affected by said migration into a database for planning said migration; and building an inventory of the affected hardware and software using an inventory tracking tool or an inventory mailer.

[0008] Migration hardware and software is ordered based on said planning and said inventory, using an inventory tool; and labor, hardware, and software as installed are tracked and billed, using said billing and reporting database. Agents for said creating, gathering, building and tracking are enabled using an agent control facility.

[0009] In a preferred embodiment, the database for planning includes one entry for each device affected by the migration, and the built inventory is transmitted into the database for planning. Also, preferably, the agent control facility includes an agent control database, and this database performs the agent executions.

[0010] Further benefits and advantages of the invention will become apparent from a consideration of the following detailed description, given with reference to the accompanying drawings, which specify and show preferred embodiments of the invention.

BRIEF DESCRIPTION OF THE DRAWINGS

[0011] Figure 1 is a flow chart showing an embodiment of the invention.

[0012] Figure 2 is a table listing a number of processes that may be used in the practice of this invention, and for each of these processes, one or more toolsuite components or databases, with a representative implementation noted, that may be used to carry out the process.

[0013] Figure 3 is a table that describes in greater detail the toolsuite components and databases listed in Figure 2.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENTS

[0014] As previously mentioned, many enterprises have very extensive information technology or telecommunications systems or networks, and a system or network migration can be expensive, time-consuming and difficult to effect and manage. The present invention provides a configurable, integrated and end-to-end set of processes and corresponding toolsuite to manage effectively a large-scale enterprise wide information technology-related or telecommunications related migration.

[0015] Figure 1 shows a preferred method 10 for implementing this invention. At step 12, instances of databases are created for the migration; and these databases may be used for billing and reporting, and repositing reports. At step 14, information is gathered on the organization, location, hardware and software affected by the migration, and this information is gathered into a database for purposes of planning the migration. Next, at step 16, an inventory is built of the affected hardware and software using an inventory tracking tool or an inventory mailer.

[0016] At step 20, migration hardware and software is ordered based on the above-mentioned planning and inventory, using an inventory tool. Step 22 of this method is to track and bill for labor, hardware and software as installed, using the billing and reporting database.

As represented by step 24, agents are used for the creating, gathering, building and tracking, and these agents are enabled using an agent control facility.

[0017] Figure 2 identifies processes that may be used in a specific example of the present invention. The discussion given below uses a corporate Ethernet Migration toolsuite and processes as the example of the invention.

[0018] Figure 2 identifies ten specific processes: Workload planning 32; Machine/client inventory information gathering 34; Customer contact management 36; Deployable component inventory control and forecasting 40; Labor tracking and billing 42; Deployable component tracking and billing 44; Project reporting and measurements 46; Database instance creations management and configuration 50; Centralized data processing agent execution 52; and Client information organizational and location information 54. Each of these processes is discussed in more detail below.

[0019] Workload planning 32 includes creating an instance of a database for the enterprise. As indicated in Figure 2, this may be done using the Ethernet Migration Manager (EMM) database.

[0020] Machine/client inventory information 34 may include, for example, information about the number, make and models of the computers and printers in the system, and this information can be collected in a number of ways. The information can be obtained by the customer, or by the service provider. Also, in some cases, the customer or the service provider may already have this information, in which case, the data can be directly imported into the database used for the migration. As represented in Figure 2, this information can be gathered using the Ethernet Migration Manager Inventory Tracking (EMMIT) tool, the Mobile Ethernet Migration Manager Inventory Tracking (Mobile EMMT) tool, and the Adapter By Exception (ABE) tool.

[0021] The third process, customer contact management 36, shown in Figure 2 is used to keep track of contact between the customer and the service provider. Any suitable tool or tools may be used to implement this process. For example, as indicated in Figure 2, this

process may be implemented using the Ethernet Migration Manager Inventory Tracking Mailer (EMMIT Mailer) database, and the Adapter By Exception Mailer (ABE Mailer) database.

[0022] The Deployable component inventory control and forecasting process 40 is done to determine the hardware that needs to be ordered for the customer. This hardware may include, for example, adapters, patch-cables, RIT connectors, and MDO devices. This process may be performed using the Ethernet Migration Manager (EMM) database.

[0023] Throughout the migration process, it is necessary to keep track of the labor that was done and to bill for this labor. Process 42, Labor tracking and billing, does this. Specifically, this process may be performed using the Ethernet Migration Manager (EMM) database, and the Ethernet Migration Manager Billing and Reporting (EMM BAR) database.

[0024] The next process 44, Deployable component tracking and billing, listed in Figure 2, is used to keep track of and to bill for the hardware components that are installed in the customer system. Any suitable tools may be used for this purpose. For instance, as shown in Figure 2, these tools may include the Ethernet Migration Manager (EMM) database, the Ethernet Migration Manager Billing and Reporting (EMM BAR) database, and the Ethernet Migration Manager Report Repository (EMM RR) database.

[0025] Throughout the whole migration process, reports are prepared and kept track of, and the Project reporting and measurement process 46 is used to do this. In particular, Figure 2 lists three databases that may be used in this process, including the Ethernet Migration Manager (EMM) database, the Ethernet Migration Manager Billing and Reporting (EMM BAR) database, and the Ethernet Migration Manager Report Repository (EMM RR) database.

[0026] The next process 50, Database instance creation, management and configuration, is used to manage the overall migration. In particular, this process is used to identify new instances, manage the instance database and to create new databases. Two specific databases may be used for this purpose: the EMM Instance Manager (EMM IM) database, and the

EMM Documentation and Rules (EMM DR) database. This latter database is used to maintain all the pertinent data in one place.

[0027] The Centralized data processing agent execution process 52 is provided to manage all the agent programs that are used to run the instances utilized in the migration. The EMM agent control (EMM AC) database may be used for this purpose.

[0028] The tenth process listed in Figure 2 is Client information organizational and location information 54. This process may be used to maintain information about, for example, the customer's employees. Preferably, all of this information is kept in one database, the Client Information Repository (INFO NSF) database.

[0029] Figure 3 is a table that gives more information about the specific databases and tools referred to in Figure 2. With reference to Figure 3, the Ethernet Migration Manager (EMM) database 60 is a Lotus Domino database which contains one entry for each client and/or machine and/or device being affected by the migration. Each entry contains information about the owner, location, migration status, labor required, components(s) delivered, etc. The Ethernet Migration Manager Inventory Tracking (EMMIT) tool 62 is a Windows executable which gathers information about a client and/or machine and/or device and transmits this information to EMM. The Mobile Ethernet Migration Manager Inventory Tracking (Mobile EMMIT) tool 64 also is a Windows executable (mailable to remote employees) which gathers information about a client and/or machine and/or device and transmits this information to the EMMIT Mailer.

[0030] The Ethernet Migration Manager Inventory Tracking Mailer (EMMIT Mailer) database 66 is a Lotus Domino database which contains one entry for each remote employee who has been sent the EMMIT Mailer tool. The Adapter By Exception (ABE) tool 70 is a Windows executable (mailable to employees requiring migration upon demand) which gathers information about a client and/or machine and/or device and transmits this information to EMM. The Adapter By Exception mailer (ABE Mailer) database 72 is a Lotus Domino database which contains one entry for each remote employee who has been sent the ABE tool.

[0031] The Ethernet Migration Manager Billing and Reporting (EMM BAR) database 74 is a Lotus Domino database which contains in one place all information from all enterprise instances of EMM. The Ethernet Migration Manager Report Repository (EMM RR) database 76 is another Lotus Domino database which contains all billing reports and snapshot data points to support delta billing process. The EMM Instance Manager (EMM IM) database 80 is a Lotus Domino database which contains one entry for each enterprise instance of EMM. Instance status, geography, etc., information is managed in this database.

[0032] The EMM Documentation and Rules (EMM DR) database 82 is a Lotus Domino database which contains documentation and configurable rules common to all instances of EMM. It is used to automatically distribute updates of this information to all instances. The EMM Agent Control (EMM AC) database 84 is another Lotus Domino database which contains one entry for each enterprise instance of EMM. A series of data processing agents may be enabled/disabled for all enterprise instances. This database also contains the data processing agent scheduling and performs the actual agent executions. The Client Information Repository (INFO.NSF) database 86 is a Lotus Domino database which contains centralized employee organizational and location information for efficient use by other toolsuite components.

[0033] As will be apparent to those of ordinary skill in the art, any suitable computer, computer system or computer network may be used to practice this invention. For example, the invention may be performed on a suitable enterprise-wide computer network. Also, depending on the specific application, a workstation or a personal computer may be used to implement the invention.

[0034] While it is apparent that the invention herein disclosed is well calculated to fulfill the objects stated above, it will be appreciated that numerous modifications and embodiments may be devised by those skilled in the art, and it is intended that the appended claims cover all such modifications and embodiments as fall within the true spirit and scope of the present invention.